

Catering Frequently Asked Questions

1. How do I submit and pay for my Food & Beverage order?

Orders can be placed online with a credit card payment. All orders must be paid in full before they will be delivered. A credit card must be on file for any items on consumption, additional services ordered during the show, and incidentals. A 10% discount will be applied to all orders (excluding alcohol, labor charges and equipment rental) that are received - with full payment - By 5:00 PM PST, at least 21 calendar days prior to the show opening date. Orders placed 20 to 4 calendar days prior to the show opening date will be processed at the advertised menu rate. The online menu reflects the applicable rate at the time your order is placed. All orders received within 72 hours of the show opening will incur a 10% price increase.

Orders can also be submitted directly to our catering department at catering@venetianlasvegas.com.

2. Can I change my food and beverage orders?

Decreases must be received 72 hours in advance of service and no credits will be issued on services installed as ordered but not used.

3. What is the cancellation policy?

Cancellations occurring less than 21 business days but more than 10 days prior to the show opening date will result in 50% of the total order being refunded. Cancellations occurring less than 10 business days but more than 3 days prior to the show opening date will result in 25% of the total order being refunded. No refund will be given if a cancellation occurs within 3 business days or less of the show opening date.

4. Can I bring in my own food and beverage for move-in or show dates?

The Venetian Resort Las Vegas and The Venetian Expo catering departments hold the exclusive rights to all Food & Beverage service. No food or beverage, logoed bottled water, samples, etc. are allowed to be brought into the Facility. Any exceptions must be approved in writing and a corkage fee will apply. Please contact our catering department for food and beverage assistance.

5. Can I bring in my own food or beverage to sample to our guests on the exhibit show floor?

If you manufacture, process, or market the items, sampling will be permitted on the show floor, but approval must be obtained in advance. Sample sizes are restricted, and a hand washing station will be required. Health department fees may apply. Please contact the catering department at catering@venetianlasvegas.com to receive a copy of the Request to Distribute Samples form, which must be submitted no less than 7 days prior to the show opening.

6. Do you have kegs of beer?

Yes, a variety of keg options are available in domestic, import, and craft varieties. Each keg serves approximately 165 cups (12 oz.). Please contact the catering department at catering@venetianlasvegas.com to place the order.

7. How many cups of coffee do you get from 1 gallon?

One gallon serves approximately 10 cups of coffee.

8. Do I need a hand washing station if I am serving food or beverage in my booth?

The Southern Nevada Health District requires a hand washing station within 10 feet of any open food and beverage being served in a booth to exhibitors. This includes but is not limited to traffic builder activations, bar services, and sampling.

9. What if I have service concerns during the event?

Please review your Service Order Confirmation/Banquet Check prior to departing the Facility. For credit consideration, all service concerns must be made known during the show.

10. What if my order does not meet minimum requirements?

A \$50.00 labor and preparation charge will be applied to all orders that do not meet minimum requirements.